



Online Service Standards

Foundation Learning Centre is committed to providing all students with best quality. Some of our courses provide students with online delivery and/or assessments within their face-to-face classes. In these cases, the following standards apply:

Entry Requirements and Induction	<p>Students who wish to enrol in a course that includes online delivery and/or assessment with their face-to-face classes will be required to perform a digital literacy assessment as part of the pre-training review.</p> <p>All information about the online component of delivery and/or assessments will be provided to students in their induction. This will include platforms for accessing online components of the course.</p> <p>Foundation Learning Centre ensures that all information technology provided meets the requirements for use of any online delivery.</p> <p>While students are not required to access the online components of their course outside of their face-to-face delivery, they are provided with the information they require to do so if they choose.</p>
Student Support	<p>As any online component/s of a course are used within the face-to-face class the trainer/educator is always available to provide support as required. Should the trainer/educator not be able to supply the student/s with the support required the relevant manager, coordinator or IT support staff will be asked for assistance.</p> <p>Students who wish to access their online components of the course outside of face-to-face delivery can do so. Should any support be required the student/s can e-mail their trainer/assessor who will assist them during their next face-to-face class.</p>
Student Learning, Engagement and Assessment	<p>For each course delivered at Foundation Learning Centre which includes an online component the learning and assessments are made up of a combination of paper based and online materials. Foundation Learning Centre ensures that this combination of delivery modes meets the requirements of each particular unit and course.</p> <p>All practical assessments meet training package requirements regardless of whether they are completed online or face-to-face.</p> <p>The trainer/educator monitors the online activity of each student, seeks student feedback regularly and ensures that students are engaged in their online learning and/or assessment materials.</p>
Trainers/Educators	<p>All Foundation Learning Centre trainers/educators who deliver a course with online components are required to complete additional Professional Development (PD) specific their online program.</p>